

OFFICE OF THE GENERAL COUNSEL  
Division of Operations-Management

MEMORANDUM OM 96-55

August 20, 1996

TO: All Regional Directors, Officers-in-Charge  
and Resident Officers

FROM: B. Allan Benson, Acting Associate General Counsel

SUBJECT: Best Practices

Our Agency has often been held out to be a model of government efficiency. Nevertheless, in these times of diminishing resources, we continue to undergo an in-depth reinvention to ensure that we remain in a position to fulfill the mission of the Agency and to better serve our customers. Some measures have already been implemented, such as the elimination of unnecessary reporting, clearances and other paperwork flowing between Regional Offices and Headquarters, increased delegation of authority in certain casehandling matters, and institution of "lightening the load" casehandling techniques.

Another area which we are about to examine involves the Regions' casehandling and internal case management practices. To a great extent Regional Offices perform their casehandling responsibilities consistent with the casehandling manuals and GC and OM Memoranda. Each Regional Office, however, has also developed its own unique casehandling practices. In many instances these practices are a streamlined way of getting the job done. Over the years many of these practices have been adopted as fieldwide practices while others have been adopted by other Regional Offices as they have become aware of them, often through word-of-mouth communication. Without question, Regional Offices can benefit from the sharing of these successful practices.

Accordingly, adopting the recommendation of the Impact Analysis Work Group, we are establishing a "best practices" committee composed of both field and headquarters members. This committee will work with the Regional Offices to identify their successful casehandling methods and will compile a list of "best practices" to be shared with other Regions. In

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addition, we will highlight various best practices being utilized by one or more Regions in "All Aboard". While it is recognized that not every successful practice will work in all Regions, the dissemination of best practices is an important step in the recognition that, while we are a national agency, there is a benefit to flexibility and that sharing Regional ideas will provide Regions with the opportunity to become more effective and efficient.

The members of the best practices committee are Alvin Blyer, RD, Region 29; Jim McDermott, RD, Region 31; Ron Hooks, RA, Region 26; Steve Glasser, ARD, Region 7; Dorothy Wilson, SFA, Region 14, Jeffrey DeNio, FA, Region 15; Jean Libby, FA, Region 21; Marion Muma, FX, Region 7; and Nelson Levin, DAGC, Operations-Management. More information concerning the committee's activities will be provided as this program is developed further.

If you have any questions concerning this program, please contact any member of the committee, me or your Assistant General Counsel.

B. A. B.

cc: NLRBU